

## Shu Pei (LKKAuto)

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**From:** clara.li@fwd.com  
**Sent:** Monday, 23 July 2018 9:58 AM  
**To:** laxmi\_83@hotmail.com  
**Cc:** service.sg@fwd.com; josey.loh@fwd.com; motorclaims.sg@fwd.com  
**Subject:** RE: Your FWD Car Insurance Claim Number: 1201800006986

### 2nd Reminder

Hi Ms Mahaletchime D/O Uday Kumar,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 28/05/2018 involving vehicle SCY9003R along City Square Mall.

As FWD has yet to receive your accident report, we'd like to gently remind you that according to the General Insurance Association (GIA) Motor Claims Framework (MCF), a policyholder must report an accident to the insurance company within 24 hours of the accident, or next working day.

Please bring your vehicle to our nearest Approved Reporting Centre to make a report (which includes taking photograph) within two working days from the date of this e-mail. Any reporting delay might affect your claim outcome.

Simply click to the following link [https://www.fwd.com.sg/export/system/modules/com.ifwd.bootstrap.basics/iFWD/resources/pdf/FWD\\_Singapore\\_Premium\\_Workshops.pdf](https://www.fwd.com.sg/export/system/modules/com.ifwd.bootstrap.basics/iFWD/resources/pdf/FWD_Singapore_Premium_Workshops.pdf) for the list of FWD's Approved Reporting Centres.

Please do not hesitate to contact us should you have any query or need any assistance.

Thank you.

Kind Regards

**Clara Li**

Senior Executive, Claims

FWD Singapore Pte. Ltd.

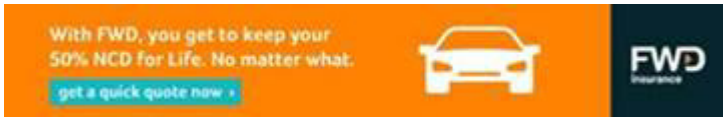
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722

E clara.li@fwd.com

W fwd.com.sg





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**From:** Josey Loh Kah Wai - SGUser  
**Sent:** Friday, 29 June, 2018 10:46 AM  
**To:** laxmi\_83@hotmail.com  
**Cc:** CRM and all customer engagements - SG Common; Motor Claims SG - SG Common  
**Subject:** Your FWD Car Insurance Claim Number: 1201800006986

**1<sup>st</sup> Reminder**

Hi Ms Mahaletchime D/O Uday Kumar,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 28/05/2018 involving vehicle SCY9003R along City Square Mall.

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Please do not hesitate to contact us should you have any query or need any assistance.

Thank you.

Kind Regards

**Josey Loh**  
Executive, Claims

FWD Singapore Pte. Ltd.  
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5872  
E [josey.loh@fwd.com](mailto:josey.loh@fwd.com)  
W [fwd.com.sg](http://fwd.com.sg)





**From:** Josey Loh Kah Wai - SGUser  
**Sent:** Wednesday, 6 June, 2018 2:00 PM  
**To:** 'laxmi\_83@hotmail.com'  
**Cc:** CRM and all customer engagements - SG Common; Motor Claims SG - SG Common  
**Subject:** Your FWD Car Insurance Claim Number: 1201800006986

Hi Ms Mahaletchime D/O Uday Kumar,

We'd like to let you know a third-party claim was lodged against your policy for the alleged accident on 28/05/2018 involving vehicle SCY9003R along City Square Mall.

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Please do not hesitate to contact us should you have any query or need any assistance.

Thank you.

Kind Regards

**Josey Loh**

Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5872

E [josey.loh@fwd.com](mailto:josey.loh@fwd.com)

W [fwd.com.sg](http://fwd.com.sg)



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